

CATHOLIC CHARITIES

CHERISHING THE DIVINE WITHIN ALL

2023 ANNUAL REPORT



Years

A Cause for Celebration

A century ago, the creation of Catholic Charities was an act of hope.

Our Mission: Inspired by the Gospel mandates to love, serve and teach, Catholic Charities provides care and services to improve the lives of Marylanders in need.

Our Vision: Cherishing the Divine within, we are committed to a Maryland where each person has the opportunity to reach his or her God-given potential.

Our Values: To love, to serve, to teach and to work for justice.

From the beginning, our work represented a fundamental belief in the dignity and potential of every person and in our collective ability to support our neighbors through their most challenging moments. Today, 100 years after our founding, we proudly carry and cultivate this motivating legacy of promise and hope.

Of course, hope is never static, and neither is our work.

Over the past year, our centennial offered opportunities to recognize and celebrate longstanding commitments across our programs. But we also celebrated the countless ways those programs have evolved – and continue to evolve – to meet changing needs.

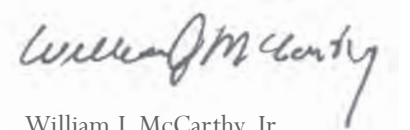
In its early years, Catholic Charities' stated objectives were alleviating poverty and the spread of disease in Maryland. Those broad ideals now serve as deep roots for our work, though our efforts have branched into six focus areas: Healing Trauma and Addiction, Supporting Children and Families, Aging with Dignity, Welcoming New Neighbors, Achieving Independence, and Empowering Careers.

This report offers snapshots of each of those focus areas, a glimpse into our 80 programs at 200 locations across Maryland. You'll read how clients are preparing for their future or for their children's, how colleagues are choosing to accompany clients on their journeys, how ever-growing connections among our programs are building more holistic support systems, and how landmark projects are opening new opportunities in West Baltimore and at the Bunting Center in Dulaney Valley.

In short, you'll see how we are building on a 100-year-old foundation, confident in the pathways our clients are forging.

By nature, Catholic Charities is a future-focused organization, motivated by the inherent value and promise of the people we accompany. So, as we turn toward the next century, thank you for being part of this vital, hope-filled mission.

Peace,



William J. McCarthy, Jr.
Executive Director



Dear Brothers and Sisters
in Christ,

Throughout the Gospel, we hear of steadfastness – the steadfast nature of God’s love, the need to be steadfast against challenging headwinds, or the value of a steadfast commitment to a virtuous path. It is a quality that implies endurance, loyalty and unwavering conviction, and it is often difficult.

It is also exactly what is required to love, to serve, to teach and to work for justice. As we reach out to neighbors in need, we inevitably come face-to-face with trauma, poverty, illness. We also encounter daunting challenges and painful inequities. In those moments, it can be tempting to turn away. But, as Paul encouraged the Corinthians: “be firm, steadfast, always fully devoted to the work of the Lord.” (1 Cor 15:58)

For 100 years, Catholic Charities has accompanied our neighbors without turning away, responding to the call to act as Christ in our own communities. Buoyed by the compassion of colleagues, volunteers and donors, the agency forged a movement to serve that affects thousands of lives across Maryland every day.

Our commitment to this work must be as enduring as God’s steadfast love. I am grateful to Catholic Charities for holding its course over more than a century, and to the legions of volunteers and supporters who see and understand the needs of our neighbors.

Faithfully in Christ,



Most Reverend William E Lori
Archbishop of Baltimore



Supporting Children & Families



“Catholic Charities kind of changes the way of doing things. They had community meetings showing what they were capable of doing and what they were willing to do.”

Today, Catholic Charities is deepening its work in the area through a new model – exactly where the block party took place.

Set to open in spring 2025, the Intergenerational Center will be a community hub. Providing a continuum of support, the center will house an early learning center, a recreation center for all ages, workforce development opportunities, health services, programs for seniors, spaces for community partners and more.

“This is a natural extension of our presence in West Baltimore,” said Kevin Creamer, director of the center. “It’s an outgrowth of what we’ve been doing in the community for decades.”

Seizing the moment

In 2021, Baltimore City Schools closed Alexander Hamilton Elementary across the street from St. Edward’s. The agency wondered about centering services there for young children, teens, working-aged adults and seniors.

Turning to community groups, Catholic Charities heard first-hand about local needs and interests. The closure of recreation centers had limited opportunities for young people. Seniors had more to give and needed more to do. And transportation challenges thwarted access to meaningful programs.

“Most people just say: this is our plan, so take it or leave it. Catholic Charities kind of changes the way of doing things,” said Robert Hunt, a leader of local community organizations. “They had community meetings showing what they were capable of doing and what they were willing to do.”

Shaping the future

Those meetings are now shaping the future Intergenerational Center – a process that will be essential to the center’s long-term success.

“We have a lot of skeptics because people have been promised so much,” said Crystal Jackson Parker, a long-time West Baltimore advocate who identifies as “a whole communities collaborator.” “Building the trust is providing a big level of ownership, where people can – from beginning to end – have their hands in the creation of it.”

A few years ago, a couple hundred people gathered in West Baltimore for a block party, shutting down traffic near St. Edward’s church with a live DJ, a cookout and a neighborhood cleanup. But the host – Catholic Charities – had more than a party in mind.

As the music pumped, and neighbors danced and ate, agency colleagues talked up the range of services offered locally. At the time, those included:

- Head Start, providing education and other supports to preschoolers and their families.
- A workforce development program focused on in-demand careers.
- Food pantries run with four local churches within about a mile.
- And Safe Streets, which would mediate more than 500 conflicts the following year.

The event celebrated – and connected neighbors to – a landscape of programs that had taken shape alongside longstanding community-led efforts.



Welcoming New Neighbors



“She’s been working with him for six months – and that is the commitment she gives each one of her clients,” Loera said. “This whole team is the same way. We do this and so much more.”

All kinds of things

The client-services team often serves as the entry point for people arriving at the Esperanza Center, fielding over 5,000 inquiries annually. Some clients are seeking the center’s specialized services, such as free medical and dental care for the uninsured, legal counseling and representation, and low-cost classes for adults learning English. But others need help navigating a wide variety of needs, such as translations, benefits applications, school enrollments, medical appointments, employment challenges and more.

“We hear all kinds of things here,” Loera explained. “Then, people come in with a challenge we’ve never heard of, and we learn along with them.”

Such challenges might include helping clients register a commercial truck, move an immigration court date from across the country, or learn to use cell phone mapping apps to find an immunization clinic. But the impact of these efforts can be life changing, as they allow those clients to keep their job, avoid deportation, or enroll their child in school.

It can be hard to predict what a client is going to need – but that’s exactly what makes the team’s work so important, said Matthew Dolamore, the center’s program director.

“Many human services programs are restricted to a narrow portfolio of interventions,” he said. “Our client-services team fills a critical and often overlooked gap in the local landscape, offering broad-scope support to immigrants at any stage of their journey.”

“We could have said, ‘That’s not really something we do.’ ‘Do we tell him like every place else, that we can’t help you?’”

Earlier this year, a 97-year-old Colombian man walked into the Esperanza Center and told Jermin Laviera, a client services representative he had known for years, that he was struggling financially. He asked about tapping into a public pension from his native country, and if she could help. Laviera looked over to her supervisor, Mayra Loera, wondering where to begin.

“We could have said, ‘That’s not really something we do,’” Loera said. “Do we tell him, like every place else, that we can’t help you?”

Instead, Laviera started calling embassies and advisors in Colombia and the U.S., and coaching the man through forms, notaries, and bank requests. He recently received his first payment.

Healing Trauma & Addiction



It takes Whitney Rizer a long time to trust people. Five years ago, the now-34-year-old mother of two ended a bad relationship – quickly – and watched her family supports collapse. She was living in a homeless shelter for women when she turned to Catholic Charities' Villa Maria Behavioral Health of Mountain Maryland clinic.

"I was so broken, and I knew the atmosphere I was dealing with was not appropriate. I just didn't know how to fix it," she said, describing the debilitating anxiety and panic attacks that prompted her to seek help.

Rizer had been through therapy before. But she often "felt like a number." When a therapy dog greeted her at her first appointment at the Villa Maria clinic in 2019, she knew she was in a different place.

Vital need

Villa Maria Behavioral Health of Mountain Maryland is one of the region's largest behavioral health providers, serving nearly 700 clients. Most come from Cumberland, a city that lost about a third of its residents over the past 30 years as blue-collar jobs disappeared. Today, the community suffers from a 20% poverty rate and the effects of rampant addiction.

"One of the things that sets Allegany County apart is the percentage of the population that is really struggling," said Clinic Director David Bena. "We have really severe economic hardship, a lack of education, a lack of transportation, substance use issues – a whole host of things."

Villa Maria of Mountain Maryland is one of eight behavioral health clinics that Catholic Charities operates across Maryland. In total, the clinics serve more than 10,000 clients each year, offering individual and family counseling, psychiatric evaluations, addiction counseling and treatment, and more.

A different approach

At Villa Maria, Rizer worked with therapist Jade Bean and other staff members. Previous clinics had threatened to terminate her services when Rizer missed appointments or resisted medications, but Bean helped her understand engrained fight-or-flight instincts.

"Jade recognized I was desperately trying to 'flight.' Her patience changed things for me. She was honest and didn't try to sugarcoat anything," Rizer said. "Other places pushed medication and not therapy or the need to heal. For me, growing up with an addict, that's terrifying."

Rizer moved into a three-bedroom home and is focused on spending time with her children. She is open about her own mental health – with them and others – because she understands the toll silence can take and sees the impact addiction and depression are having across her community.

"There's going to be a whole generation here who will need therapy," she said, noting the effects of addiction and depression across her community.

Villa Maria will be there to help.

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Achieving Independence



Even supporters of Catholic Charities are often surprised by the number one reason people call the agency's main line: **they're worried about losing their home.**

Last year alone, the agency received 1,200 calls from people fearful of eviction. Through the Samaritan Center, which provides direct assistance to Baltimore City renters, Catholic Charities served just over 10% of those callers with funding from private donors.

"The need is so great," said Robin Johnson, program manager of the Samaritan Center. "We know how hard it is for people, so we're just trying to be that support to walk them through."

"I don't know what I would have done."

Joey, who prefers not to use his real name, was one of those calls last spring. He lost his job when he lost

his commercial driver's license. He worried about where his children would stay and whether his daughter would be forced to move from the school and honors classes that she loved.

"There were a lot of things going on at that time," he said. "I don't know what I would have done. The program really helped maintain a roof over myself and my kids' heads."

Limited funding, continuous need

The rental-assistance program is specifically geared to people, like Joey, going through a rough patch, often caused by medical bills, a job loss or a roommate's unexpected departure. The Samaritan Center works with applicants to verify that they rent in Baltimore City and qualify for assistance.

"We need to make sure their monthly income is more than their rent. If not, we can't assist them because they're going to need help every month," Johnson said.

Only a fraction of the calls Catholic Charities receives ultimately qualify for help. And, funded by private donations, the pool of support is not large enough to fill every need. When the waitlist for help grows too long, Johnson's team points callers to other resources.

A different way of being there
The Samaritan Center was just one of the places Joey called. But Johnson's approach was different.

"She actually showed that she cared, which uplifted me during that time," he said, explaining that she followed up to check on his family and send him a few job listings.

As he parented teenagers, looked for a new job, and dug out from his financial troubles, Joey said he understood how many people find themselves, often suddenly, in similar straits.

"People deal with a lot," Joey said. "The Bible says help your neighbor. We've all got to help each other out. We've all got to be there for one another."

"The need is so great. We know how hard it is for people, so we're just trying to be that support to walk them through."

Empowering Careers

“We all have these big, big dreams, but sometimes there are big boulders sitting in our way. Elevate just helped us go over or under the boulder.”

When she began her college career, Donnoy Morgan was working at Old Navy for four or five hours a day, often starting at 5 a.m. She was carrying a full load of classes – many of them honors – and considering how to balance her life.

“It was getting to a point where it was very rough,” she said. “I went to a counselor, and I was in tears. I wanted to drop out of school. I just wanted to break.”

The counselor at the Community College of Baltimore County (CCBC) pointed her to Latasha Davis, the support specialist of Catholic Charities’ Elevate program.

The program helps students stay in college and on track for graduation by focusing on the out-of-the-classroom obstacles that can stand in the way, such as late rent or electricity bills, or mental health challenges.

“These are students who are really doing everything on their own.,” Davis said of the approximately 30 students she supports each year at two CCBC campuses. “They don’t come from a background of having wraparound supports. They just launched without a parachute to help them land.”

One solution? A bus pass.

Morgan, the daughter of Jamaican immigrants, is the first of her family to “test the waters of U.S. colleges.” A graphic design major, she turned to Davis for support, when struggling to complete assignments for a photography class; she couldn’t afford the cost of transportation to locations where she needed to shoot. Davis got her a bus pass, easing some immediate stress.

Over time, Davis helped with various challenges, including Morgan’s transfer to a bachelor’s program at Towson University last year. Morgan is now on track to graduate in fall 2024 and considering master’s programs.

“Without Elevate, I know I would have made it somewhere. But I wouldn’t have the techniques I learned as far as time management or money management,” she said. “I’m the type of person who doesn’t like to ask for help. With Elevate, I learned that it’s OK.”

Because Elevate is part of Catholic Charities, Davis can reach out to colleagues for connections to other programs or advice on issues, such as how to navigate insurance policies when linking students to mental-health services.

“We have a wealth of resources,” she said of the agency.

Overcoming the obstacles.

Morgan still sounds surprised when she talks about graduation, particularly when considering how the lack of transportation almost thwarted her college career.

“That’s the thing with the students I’ve met in Elevate. We all have these big, big dreams, but sometimes there are big boulders sitting in our way.” she said. “Elevate just helped us go over or under the boulder.”



Aging with Dignity



Sally was always independent. After her divorce, she raised her son, Brad, largely on her own. When he left for college, she moved out of their longtime apartment and bought her own house nearby. She was the kind of person whose hair was always done and whose lawn was always trimmed.

So, when Brad noticed that his mom – now in her mid-70s – wasn't keeping up on things around the house, he knew it was time to find more help.

"In hindsight, some of the things we picked up on were probably early signs of her dementia," he said.

Other family members had lived in Catholic Charities' senior communities, and he turned there first. They found a home for his mother at DePaul House, which offers rent-assisted apartments for seniors and adults with disabilities.

"I didn't really need to look anywhere else," he said. "Everything I was looking for, they had. It was in the right location, and the facilities were great."

Moves are often hard, but Sally's was even more difficult because COVID-19 lockdowns hit within a month of her transition. Brad said Catholic Charities colleagues were welcoming, keeping close watch to make sure she had everything she needed, even when residents were isolated. The personal attention mattered then, and later, as her dementia progressed.

A comprehensive campus of care DePaul House is part of Catholic Charities' Jenkins Senior Living Community, a southwest Baltimore campus that includes nursing and rehabilitation services at St. Elizabeth, assisted living at Caritas House, and St. Ann Adult Day Services. The range of programs allows residents, patients and clients to adjust the level of support received as their needs change.

It soon became clear that Sally needed an assisted-living environment, like the one offered at Caritas House. Because her insurance came through a Medicaid waiver, however, her move required state approval, a labyrinthine process made worse by COVID-related closures.

As they waited for the state's sign-off, Catholic Charities colleagues suggested she take advantage of the services at St. Ann, making sure they could care for her during the day.

"You have to jump through a lot of hoops to get any of these services," he said. "At every step, Catholic Charities has made it really easy for me."

After Sally finally moved into Caritas House, Brad was delighted to see how the staff cares for each resident.

"I'm an only child, and she's my mom," he said. "I don't think my situation is really different than anybody else's going through something with a parent with dementia. But what has been really reassuring is that I found a place where they really care about my mom."

"Everything I was looking for, they had. It was in the right location, and the facilities were great."

With Gratitude...

On behalf of our board of trustees, clients, volunteers and staff, we extend our deepest gratitude to the individuals, corporations and foundations that felt empowered to support our work for the period July 1, 2022 through June 30, 2023. Their generosity provides life-changing opportunities for families and individuals in need.



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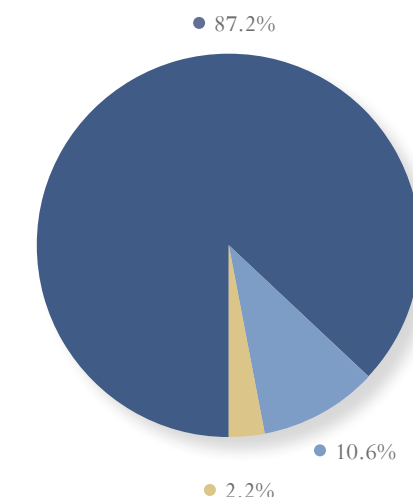
Marc Wyatt
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Combined Financial Results

ASSOCIATED CATHOLIC CHARITIES, INC.
(Unaudited, In Millions)

| | June 30, | |
|---|-----------------|-----------------|
| | 2023 | 2022 |
| Assets | | |
| Cash, Accounts Receivable and Other Assets | \$ 47.3 | \$ 35.4 |
| Contributions Receivable, Net | 43.8 | 52.9 |
| Property and Equipment, Net | 134.7 | 137.0 |
| Investments | 84.9 | 80.5 |
| Total Assets | <u>\$ 310.7</u> | <u>\$ 305.8</u> |
| Liabilities and Net Assets | | |
| Accounts Payable, Accrued Expenses and Other Liabilities | \$ 32.1 | \$ 27.3 |
| Capital Advances | 92.3 | 92.3 |
| Mortgages and Bonds Payable | 70.1 | 64.3 |
| Total Liabilities | <u>194.5</u> | <u>183.9</u> |
| Net Assets | <u>116.2</u> | <u>121.9</u> |
| Total Liabilities and Net Assets | <u>\$ 310.7</u> | <u>\$ 305.8</u> |
| Revenue and Expenses | | |
| Government Fees and Grants | \$ 119.3 | \$ 111.5 |
| Rental Income | 20.1 | 18.7 |
| Contributions, Fundraising and Donated Goods and Services | 16.7 | 38.6 |
| Program Service Fees and Other | 7.9 | 8.6 |
| Total Operating Revenue | <u>164.0</u> | <u>177.4</u> |
| Salaries and Benefits | 113.6 | 104.2 |
| Occupancy | 19.6 | 17.9 |
| Other | 35.7 | 34.7 |
| Total Operating Expenses | <u>168.9</u> | <u>156.8</u> |
| Income from Operations Before Depreciation | (4.9) | 20.6 |
| Depreciation | (9.4) | (8.7) |
| Greater Promise Capital Pledges, Endowments and Other Gifts | 1.1 | 18.0 |
| Net Investment Income/Gains and Other | 7.5 | (9.9) |
| Change in Net Assets | <u>\$ 5.7</u> | <u>\$ 20.0</u> |

2023
Uses of Operating Funds



- Direct Services to People in Need
- Fundraising & Awareness
- Administration

2023
A Cause for Celebration
Catholic Charities
by the Numbers

Supporting Children and Families



Total children served at Head Start

804



Conflicts mediated by Safe Streets that had potential to result in a shooting

768

Healing Trauma and Addiction



Individuals served by Villa Maria Behavioral Health outpatient programs, including clinics and school partnerships

10,043

Individuals with substance use disorders treated

1,141



Average Therapeutic Alliance Score across all clients. The therapeutic relationship refers to the relationship between a healthcare professional and a client or patient.

87 %

Welcoming New Neighbors



Health clinic visits at Esperanza Center

3,520



Unaccompanied minors reunified with family or sponsors

191



Number of active cases managed by Immigration Legal Services

1,542

Achieving Independence

Adults with intellectual disabilities who were supported in our residential and day programs

219



Individuals and families who obtained permanent housing

291



Individuals who received case management support

1,827



Individuals and families who had evictions prevented

187

Empowering Careers



Total number of individuals who found work through our workforce development programs

224



Number of people who received workforce development training

322



Number of industry recognized certifications achieved by workforce development clients

69

Individuals and families in our permanent support housing program who maintained permanent housing

241



Number of meals served

494,469

Aging with Dignity



Number of seniors housed

2,204



Seniors who received supportive services to help them age in place

144

Total service coordinator-resident interactions

18,992

Total resident cost savings

\$642,000



Seniors served at St. Elizabeth Rehabilitation and Nursing Center, St. Ann Adult Day and Caritas Assisted Living, where 4 star rating from CMS is continuously maintained

697



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Director, Senior Communities

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Director, Family Services

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*Nursing Home Administrator,
Senior Healthcare*

Val Twanmoh
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Andy Wayne
Director of Communications

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We are sustained by the generosity of our donors and funders who join us in living our values to love, to serve, to teach and to work for justice so that all may live their lives to the fullest. For information, please contact us at 667.600.2011 or donate@cc-md.org, or visit our website at cc-md.org/giving.

Volunteer

Opportunities to improve lives are countless. For information, please contact us at 667.600.2024 or volunteer@cc-md.org, or visit our website at cc-md.org/volunteer.

How to Contact

Catholic Charities
320 Cathedral Street
Baltimore, MD 21201
667.600.2000
cc-md.org

CATHOLIC CHARITIES

CHERISHING THE DIVINE WITHIN ALL

320 Cathedral Street
Baltimore, MD 21201-4421